



DOCKET NO. 11157SSUS04C (NORT10-00349)
Customer No. 33000

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : K. Scott Ramey, et al
Serial No. : 10/662,603
Filed : September 15, 2003
For : METHOD, APPARATUS, AND ARTICLE OF MANUFACTURE
FOR WEB-BASED CONTROL OF A CALL SERVER
Group No. : 2194
Examiner : Charles E. Anya
Confirmation No. : 2370

MAIL STOP AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Ok to Enter No fees are believed to be necessary; however, in the event that any fees are required for the
/ca/ prosecution of this application, please charge any necessary fees to Nortel Networks Deposit
04/26/10 Account No. 14-1315. No extension of time is believed to be necessary. If, however, an extension
of time is needed, the extension is requested and please charge the fee for this extension to Nortel
Networks Deposit Account No. 14-1315.

In response to the final Office Action having a mailing date of February 2, 2010, please
amend the above-identified application as follows: